



ICT Services to School,
Adult and Community Education
and Libraries



Annual Report

Academic Year 2007 to 2008

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Introduction

This report highlights the activities for the academic year 2007/08.

2007/08, again, was a year of notable developments, with the rolling out of some significant projects, particularly in facilitating the school build programme, enhancing the learning broadband network (EDUNET), and the development of online learning capability.

Curriculum Support

The ICT Curriculum team, which is based at EES Bryn Tawe, provides curriculum support to every school in Swansea. As of July 2008, 100% of primary/special schools and 100% of secondary schools subscribe to an additional curriculum service level agreement (SLA). This reflects a 15% increase in the number of secondary schools subscribing to the curriculum SLA compared to July 2007.

In September 2006, a new curriculum ICT support model was inaugurated. Through consultation with a variety of stakeholders, the structure of school support was redefined to enable a closer match to the curriculum needs of schools. Under the new model, schools at varying stages of IT maturity receive targeted support to improve standards in teaching and learning. During 2007/2008 a total of 12 schools (8 primary, 1 special and 3 secondary) received additional curriculum support. Of the evaluations we have received to date, 100% of schools receiving additional support rated our work as Grade 1 or "very good".

The extensive short course programme was extremely well attended by schools. During 2007/2008, 594 members of staff attended 45 courses at the Bryntawe training room and other venues across Swansea. The courses supported developments across the age and ability range. At the request of schools, additional sessions were created to further develop school websites and support children with communication difficulties through the creation of symbol based resources.

We continued to actively promote access to e-learning, by offering strategies to encourage online learning provision and support collaborative work both within schools and between groups of schools. A major expansion of the 14-19 Virtual Learning Environment (VLE) initiative involved 19 teachers who helped to develop significant digital resources for several GCSE subjects. Over 1200 resources were created as a direct consequence of the project with over 200 members of staff benefiting from associated MOODLE training. We began the process of disseminating the work of the 14-19 VLE Project across our schools and initial feedback was extremely encouraging.

Further information may be found at:

<http://www.learn-ict.org.uk/materials/documents/newsletters/autumn2k7.swfb>
<http://moodle.swansea14-19net.org.uk/>

Given the introduction of the revised National Curriculum for Wales in September 2008, the current CL@SS group focused a considerable amount of time on working with the ICT Curriculum team in the development of a Scheme of Work (the first LA in Wales to provide such for its schools). This was a significant undertaking in the time available and the new materials were made available on the Learn-ICT website.

Further information may be found at:

<http://www.learn-ict.org.uk/sow2008/>

The WAG initiative to encourage schools to engage with BECTA's ICT Self Review Framework (SRF) was supported by the ICT Curriculum team through network meetings across the Principality and by its support of schools locally. Alongside our own work, we provided external professional development opportunities by brokering support from external providers.

Primary phase training was provided by the Gatehouse Partnership and provided an opportunity for headteachers to meet with colleagues for one day and focus on the SRF, but pay particular attention to aspects of Leadership and Management.

A residential training event for all secondary schools was held in Swansea in March 2008. In total, 27 colleagues from each of our 15 secondary schools attended the event with 6 colleagues accepting our invitation to join us from partner LEAs within the SWAMWAC consortium.

The sole focus of the event was BECTA's Self-Review Framework (SRF). Over the two days, delegates enjoyed presentations from several external speakers including Simon Shaw from BECTA who project managed the development of the SRF. Other presenters included Andrew Hood from Bishop Stortford School (Hertfordshire) and Sue Frame from Barking Abbey School (Essex). Both schools were winners of BECTA's 2007 ICT Excellence Awards.

We also welcomed Katie Broadribb of Wildern School (Kent) and Sanjesh Sharma from Djanogly Academy (Nottingham) who provided expert insights into innovative teaching and learning approaches to curriculum ICT. Wildern and Djanogly were also winners of last year's ICT Excellence Awards. Paul Martin (Newport LEA) and Phil Whitcombe (Vale of Glamorgan LEA) gave presentations on professional development and the impact ICT has on pupil outcomes.

Each of the presentations was captured on video and made available on the Learn-ICT website for reference and to enable access for colleagues, locally and nationally, unable to attend the sessions.

Analysis of delegates' evaluation comments demonstrate that out of 317 responses, 77.6% rated the course as "very good", 16.4% as "good" and 6% as "satisfactory".

Further information may be found at:

http://www.learn-ict.org.uk/resources/self_review/index.asp

One member of the ICT Curriculum Team retired at the end of August 2008 and another member of the team was seconded to an interim position. Therefore, in real terms, the team's capacity was reduced by 33% in the short-term and 16% in the longer-term. The ICT Curriculum Team reorganized itself to ensure the impact on schools was minimized and it is estimated that school curriculum ICT support will decrease by only 6.3%.

As part of our efforts to build capacity, we supported the development of XX classroom practitioners as consultants for the Self Review Framework. Some of these had achieved the ICT Mark with their schools whilst others were close to achieving the standard. The five remaining Teacher Advisers in the ICT team successfully completed their next level of training to become ICT Mark Assessors in June 2008 and this will enable us to more easily support and assess schools wishing to progress through to accreditation.

The A* - C grades awarded to pupils sitting GCSE IT in 2008 showed their best ever results. Taken with results over the last four years, it clearly demonstrates that there has been an ongoing, sustained improvement at this level. It is also worth noting that a positive trend exists for every analysed field in this area (A grades, A-G grades, entry trends and subject points index).

The Learn-ICT website continued to grow and provide a rich source of information and resources. On average, the site is receiving approximately 7000 visits and 10,000 page views per week. It showcases innovative practice, an example of which is the animation section which demonstrates the excellent work being undertaken by schools in Swansea.

Further information may be found at:

<http://www.learn-ict.org.uk/resources/animation/index.asp> and
http://www.learn-ict.org.uk/projects/primary/primary_projects.asp

A new section was developed to support the SRF process and has been populated with relevant materials and links. These included the exemplar videos from the Secondary School SRF Conference.

Further information may be found at:

http://www.learn-ict.org.uk/resources/self_review/index.asp

We continued to recognise the importance of training for associate staff in schools. The short course programme offered a range of opportunities, but included a beginner's course every term. Increasingly, support in schools included members of the associate staff and

in many instances these colleagues are proved to be key personnel in many school based initiatives.

All primary schools had access to funds to buy video conferencing equipment and the ICT Curriculum Team look forward to the challenge of supporting the exciting educational possibilities this presents.

Seven of our secondary schools received video conferencing equipment to Welsh Video Network specifications. In the primary sector, the ICT Curriculum Team supported several video conferencing initiatives such as the European link project involving Pontlliw Primary School and Speyer in Germany.

Further information may be found at:

<http://www.learn-ict.org.uk/materials/documents/newsletters/autumn2k6.swf>

We continued to support not only the development of ICT as a subject throughout Swansea, but also the use of ICT as a key skill in other areas. The Curriculum Team collaborated with many colleagues including the EES Literacy Team on the following General Teaching Council for Wales (GTCW) funded networking projects:

- Adventure Games and Literacy (2007-2008)
<http://moodledemo.swanseagfl.gov.uk/course/view.php?id=202>
<http://www.learn-ict.org.uk/materials/documents/newsletters/spring2k8.pdf>
- Developing Children's Narrative Writing Through Film (2007-2008)
<http://moodledemo.swanseagfl.gov.uk/course/view.php?id=204>
- Multimodal Literacy (2008-2009)
<http://moodledemo.swanseagfl.gov.uk/course/view.php?id=296>

Each of these projects focused upon how emerging technologies can be used to teach language, literacy and critical thinking skills.

SIMS Administrative Support

The last year continues the trend for the service as one continuously developing helping schools to improve the way that they manage and analyse both school and pupil level information. For this purpose, we have spent a great deal of time with individual schools, advising and assisting in setting up their data recording and analysis frameworks through the SIMS Software Suite. We also continue to provide support to schools for the Microsoft Office Suite to assist with the schools administrative processes.

The next year will see us bringing more primary schools onto direct SIMS access from the classroom using the client function so there is one PC in each classroom for direct input, whilst in the secondary sector we will begin rolling out SIMS Learning Gateway to all 15 schools.

Primary and Special Phases

In the primary sector, we have made great in-roads in expanding access to SIMS for teachers from the classroom environment, with one fifth now being able to take advantage of this facility and more planned for the next year. For this, we have trained whole school staff in the use of SIMS through on-site twilight training sessions. This has allowed teachers to directly view pupil level information, record the attendance of children, record/analyse pupil assessments and produce the end of year reports to parents via direct on-line entry in a more convenient and efficient manner. It has also made the attendance information more frequently and readily accessible to the Education Welfare Officers to help schools target absence. This has been achieved against the backdrop of guiding and assisting schools through the everyday processes of completing their statutory returns, daily, monthly and yearly administrative processes. FMS, the SIMS Financial module is also developing across all schools, whereby we are in the process of upgrading to the latest version which will integrate directly with the SIMS .Net Personnel 7 module and will also allow the Equipment Register (inventory) module to link directly to room information in SIMS .Net.

Secondary Phase

The secondary sector has seen the schools over the past year consolidating their positions and making better use of the SIMS Software Suite, as secondary schools have had access from the classroom environment for teachers for some time. A number of schools this year have seen whole school staff being trained in SIMS to make the most of such modules as Lesson Register, Assessment Manager, Profiles Reporting to Parents and Behaviour Management. We have also worked with the School Advisory Service providing demonstrations and advice to focus groups, both primary and secondary, on best practise in the recording and analysis of Assessments and Behaviour Management. This has been alongside supporting the schools in making an increased number of statutory returns, general support and the yearly processes such as timetabling, options and end of year procedures.



SIMS Learning Gateway

During this year we have already begun the process of implementing SIMS Learning Gateway for Schools with a demonstration to the Secondary schools of its capabilities, which was well received by all attending. Learning Gateway facilitates access from the home environment/anywhere in a controlled/flexible manner for schools. With the correct permissions, teachers can access bulletin boards, newsletters, pupil information, behaviour logs, attendance, assessment information and profiles reports for parents on children in their classes. Again with the correct permissions, parents and students have access to check their own or their child's information to the same level teachers are able. This is being delivered within the Swansea framework for remote access for schools, to provide a standardised approach to remote access across all schools for parents, teachers and students.

Training

Training schools in the best use of the SIMS Software suite and demonstrating its capabilities remains a big part of our role. Whilst we have undertaken to deliver a number of formal training courses to schools this year at our Clwyd Training Room, as new modules have been introduced and demand dictates, we have moved the emphasis more towards customised on-site training. Schools are now becoming much more focused on what they individually want to achieve through their use of SIMS, particularly in areas such as Assessment and Reporting to Parents. Dedicated training allows schools to focus their questions to target specific areas pertinent to themselves and focus usage of SIMS in the way that they want, it also allows us as a support team to more ably assist and advise individual schools in setting up their personalised frameworks for data capture and analysis.



The training courses we have undertaken for schools are listed below. When viewing the figures, please be aware that the number of schools trained does not truly represent the greater number of individual people trained, as in some cases the whole school has been trained in a specific area of SIMS. Courses listed have been run for schools on more than one occasion. The figures are recorded for training only and do not include on-site support and advice.

Primary Schools:

Primary School Courses (On-Site)	
Course	No. of Schools
Assessment Manager	63
Attendance	5
Behaviour Management	1
Dinner Money	1
FMS	2
IEP Writer	2
PLASC	5
Profiles Reporting to Parents	9
SIMS .Net (Pupil/ Staff Data)	3
Microsoft Excel	1
Microsoft PowerPoint	1

Primary School Courses (Training Room)	
Course	No. of Schools
Assessment Manager	17



Secondary Schools :

Secondary School Courses (On-Site)	
Course	No. of Schools
Assessment Manager	1
Attendance	1
Behaviour Management	11
Examinations (administering)	1
FMS	3
IEP Writer	2
Lesson Register	8
Nova-T	10
Options	1
Performance Analysis	1
Personnel 7	2
Profiles Reporting to Parents	3
Reporting	1
SENCO	2
SIMS .Net (Pupil/ Staff Data)	13

Secondary School Courses (Training Room)	
Course	No. of Schools
Examinations (administering)	1
FMS	4
Personnel 7	10
Profiles 7 for Beginners	5
Profiles 7 Conversion	7
SIMS .Net (Pupil/ Staff Data)	1

Technical Support

Network

The broadband network has once again proved extremely stable. Most problems were pro-actively raised by SLTS' current monitoring solutions. Of these outages, only 3 were not caused by power outages. These 3 calls were hardware failures and were resolved by BT within 24 hours of logging.

Other outages seen were disruption to the all Wales Network on two occasions, which provides the connection to the Internet. These were both short disruptions affecting all of the South Wales area, and were resolved within an hour.

Work and developments within the network area included:

- All schools that have shown an interest and fulfilled pre-requisites in the video conferencing project have now been installed. This totals 12 secondary schools and 14 primary schools. The current areas where this technology is being used are: helping with transition from year 6 to 7; teaching minority subjects like law; collaboration between schools to share resources; meetings between staff to minimise both time and travel constraints; and even inter-continental communication.
- After some initial difficulties with the product, the VPN solution for schools is now up and running and available to schools. This is currently being used by some outreach sites to minimise costs of network rental by connecting via a broadband connection whilst still maintaining the functionality of the Active Directory network. This is also available to all staff in Primary and Secondary schools to be used on a school-based laptop at home as if it were still in the school using their current broadband ISP. It enables users to access files shares and programs whilst at the same time protecting them from the network by forcing Internet filtering and ensuring that security features like anti-virus are up to date. This will also enable staff to use the complete SIMS product suite from home.
- The network cabling in the County Hall server room has been replaced enabling easier cable and fault management and removing old cables that were beginning to fail.
- Monitoring software has been implemented on all of the broadband network and equipment down to single port monitoring on the CISCO switches in the schools. This enables baselines on network use to be established, as well as reports created. This makes it easier to spot performance issues on the network. Additionally, latency and packet drop monitoring has been implemented on the entire broadband network.
- Work with wireless networking has continued, enabling schools to minimise costs in implementing ICT equipment in rooms by using a wireless connection instead of high cost wired points as well as having mobile laptop trolleys which can be used in any point in the school.

Server

2007-2008 has again proved to be a busy time for the server support and development team with a number of large projects including:

- Continuing on from the project in 2007-2008, a decision was made to move away from the current Internet Filtering product Websense and move to the product

supplied by Netsweeper. The new product offers additional features such as: Beta approved; on-the-fly categorisation for unknown sites; better reporting features; greatly improved delegation to secondary school network technicians for filtering and reporting policy control; ability to delegate control of filtering and reporting policies down to primary school level; flesh tone image scanning is currently being implemented. A great deal of time was spent prior to implementation modifying with the developers so that it would work with our network. Despite all the work done, there have been a deal of problems and SLTS has worked hard with the developers to resolve the issues, which have been greater than anticipated.

- MOODLE, an online course management solution, was taken out of its development status and rolled out live to all of the secondary schools. This is now in use with minimal support needed.
- ISA servers which provide Internet access have been upgraded to the latest version in order to enable new features to be used such as: single sign-on for projects currently in development; increased fault reporting and logging capabilities which leads to faster fault resolution; increased caching and load balancing capabilities which lead to increased speed of browsing for the end user; on-the-fly change implementation leading to less down time for end users; more functionality for third party applications to be used such as Adobe Updater.
- A project to upgrade the email system from Exchange Server 2003 to Exchange Server 2007 has begun, and some pilot schools are currently using the new system. Alongside this project is another to move migrate current users on the Swansea-edunet.gov.uk domain onto this system. This will enable a lower total cost of ownership of the email system. The Exchange Server 2007 system brings exciting features such as: a much richer outlook web access client which mimics most of the things that the full blown Outlook client can do; access to documents and file shares; increased SPAM protection; identification and notification of phishing messages.
- Microsoft Office SharePoint Server 2007 has been purchased and implemented. This product will: enable indexing of file shares leading to easier to find documentation; sharing of documentation between staff (both admin and curriculum based) increased communication of events such as down time and issues from SLTS to end users. This is also the base for two projects currently in development, mainly the portal project (to enable access to resources and information from one single sign in solution) and the SIMS Learning Gateway project.

Working with Capita, SLTS have implemented version 2 of the SIMS Learning Gateway product. This will enable users to use certain features of SIMS like attendance from a web interface. This means that the speed of tasks such as attendance will increase due to the thin client technology being used as the local client on the PC will not need to be updated etc. This product will also give access to features from home eventually for teachers, pupils and parents. Please see the SIMS report for more details on this project.

Desktop Support

Leasing

This academic year the Desktop Support Team have been extremely busy, seeing the workload associated with the current leasing exercises for this year i.e. Autumn, Spring, and Summer, increase two fold, not only have we had to roll out the usual batch of new leased equipment ordered by schools, but also replenish the equipment which is now up for renewal i.e. the equipment first leased by those schools three years ago. The replenishment element of the leasing exercise also carries with it a lot of extra work, as the currently installed equipment has to be cleansed of all data and then physically removed and put into storage ready for return to the leasing company, all this has to happen before the replacement equipment can be installed. Now that we are three years into leasing, this will be the norm for every leasing exercise from now on. This academic year we have installed a total of approx 542 PCs and Laptops across 35 schools, of which 312 were the normal new leases and 230 were replenishment, needing to be cleansed and removed into storage.

Video Conferencing

This academic year we have also completed the first part (of two) of the Video Conferencing (VC) project, involving the installation, commissioning, and QA (quality assurance) testing of a dedicated PC to run on a dedicated VC network connection, with approx 18 of the initial 25 schools completed so far.



Hardware Review

A hardware review was also undertaken this year, with a view to ensuring that we are supplying the best value and most appropriate hardware to schools, we invited tenders from major suppliers and manufacturers and reviewed the top six extensively, with input from other relevant departments within SLTS and schools themselves. The outcome of which as you will know by now, is that we have moved over from DELL to Stone as our main supplier of PCs and Laptops.

Info Nation

This year we undertook a complete re-build and re-structure of the InfoNation services public access PC system, from scratch, this was required to ensure that they could continue to be able to provide the services required to the public at an acceptable level.

Support Calls

We have always attempted to carry out all this additional work, projects, etc, with as little disruption as possible to the day to day function of the Desktop Support Team, that of IT Support to Schools and all the authority's other education sites.

During this academic year the Desktop Support Team has dealt with approx 2161 incidents, and 605 RFCs, with 85.98% and 96.20% respectively, resolved within SLA times.

Service Desk and Procurement

Service Desk

Performance Statistics

As circulated by Becky Lewis previously

Developments Completed 2007/8

Asset Inventory (Primary/Special Schools) – the Service Desk has undertaken an annual exercise with all primary and special schools to synchronise the asset database held on its Service Desk system (Assyst) with the actual equipment held by schools

Developments Identified for 2008/9

AssystNET – upon request by a number of secondary school network managers to implement a 'local' service desk for their own school, an initial feasibility study has identified an add on product for SLTS' service desk application called 'AssystNET'. This will essentially allow each secondary school to have use of SLTS' Assyst application via a web interface, allowing them to create their own IT equipment inventory, log their own calls, etc.

The project proposal is due for completion and consideration by the ICT User Group prior to formal project initiation (if approved)

Automation of IT Equipment Inventory in Assyst (primary schools only) – a feasibility study will be undertaken into the possibility of automating the addition of new (networked) IT equipment into the Assyst inventory database. As this activity is currently undertaken manually, completion of this project would enable the Service Desk to focus resources on other value-added activities.

Generation of automated e-mails from Assyst – a feasibility study will be undertaken into the possibility of automating email messages to relevant contacts upon the input of specific actions entered into the service desk systems, Assyst

Procurement

Procurement figures

Total value of equipment procured on behalf of schools/units : £685,168.86

Leasing : £207,154.00

Other orders : £478,014.86

Total number of individual schools* leasing through procurement : 37

** schools who have undertaken more than 1 lease exercise during the period have been counted only once.*

Numbers of PCs/laptops leased (new equipment) : 390

Numbers of PCs/laptops replenished (at end of lease) : 156

Total numbers of PCs/laptops leased : 546

Developments Completed 2007/8

ICT Hardware Equipment Contract Award - SLTS has now completed a full procurement tender process for the letting of a contract for the provision of PCs and laptops for 2 financial years (1st April 2008 to 31st March 2010).

Bid evaluation included policies, procedures, product specification and pricing and technical evaluations by SLTS and schools and spanned a period of 3 months to complete (allowing evaluation equipment to be in a school environment for a whole term).

Developments Identified 2008/9

Tender Exercise for a New Data Storage Solution – with the existing NAS servers due to be de-commissioned, SLTS has initiated a mini tender process within the Catalyst framework agreement to acquire their replacement, with a requirement for a unified storage platform for hosting Windows files shares, MS Exchange data and back-up images

Automation of procurement and equipment installation processes – currently, schools place an order for equipment and then, separately, log a 'request for change' (RFC) with

the Service Desk to have the equipment installed by the appropriate technical team once the equipment has been delivered. It is our intention to re-engineer the current processes to enable, where appropriate, the installation of equipment to be automatically triggered upon receipt of just a purchase order from the school.



Appendix 1

SLTS Projects Involving IT Infrastructure

Completed Projects 2007/8

School Initiated :

Adult & Community Use of Primary ICT Equipment (pilot)
 Christchurch CIW Primary School – Wireless ICT Suite
 Clwyd Primary School – Additional Network Infrastructure
 Home Use of Laptops (Virtual Private Network) – project closed as business case no longer viable
 Morriston Primary School – Relocation of ICT Suite
 Pentrechwyth Primary School – Wireless ICT Suite

Authority Initiated (Education Directorate or otherwise) :

Bishop Vaughan RC School Science Block Refurbishment (*Infrastructure*)
 Daniel James School STF provision
 Leasing Project - Autumn Term 2007
 Leasing Project - Spring Term 2008 (*includes replacement of equipment at lease end*)
 Leasing Project - Summer Term 2008 (*includes replacement of equipment at lease end*)
 Pen y fro Primary School – New Extension (*Infrastructure*)
 Primary School Headteacher E-mail Addresses
 YGG Lonlas – Re-modelling of hall into classrooms (*Infrastructure*)
 YGG Tirdeunaw – New Reception Area (*Infrastructure*)

Projects in progress

School Initiated :

Parkland Primary School – Wireless ICT Suite

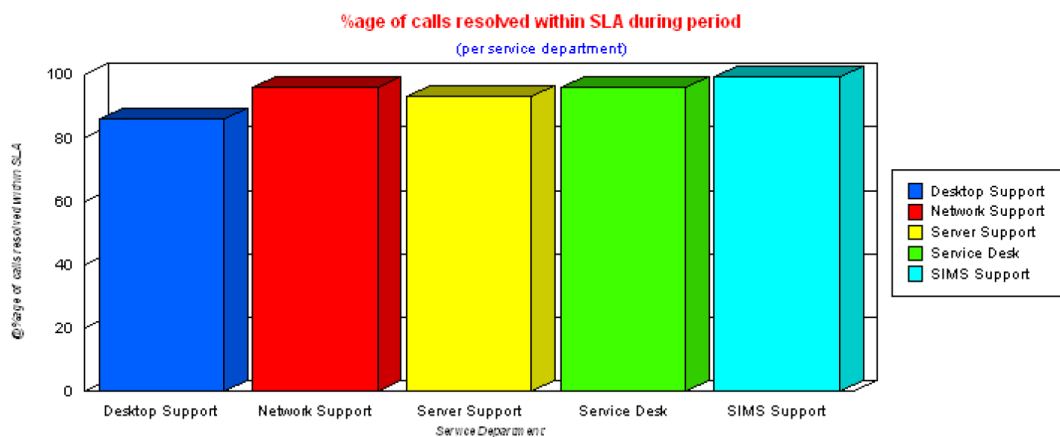
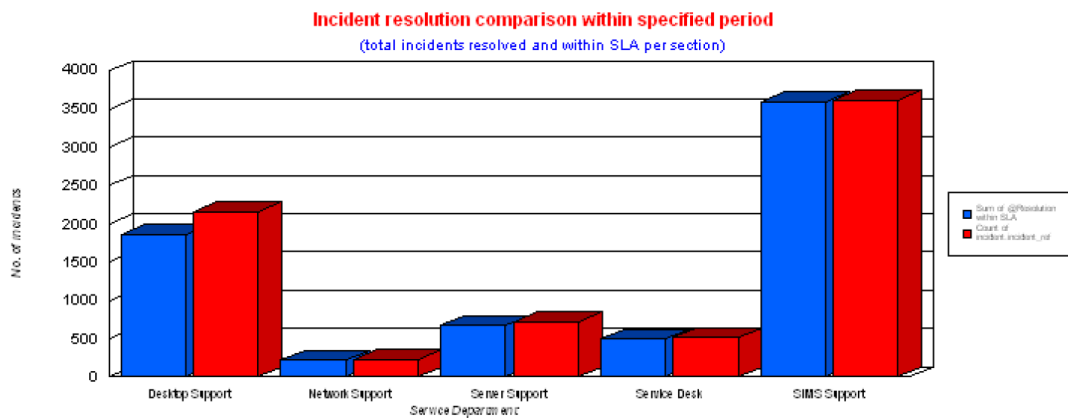
Authority Initiated (Education Directorate or otherwise) :

Active Directory Vista Preparation
 Bishop Vaughan RC School – Phase 4 Refurbishment (*Infrastructure*)
 Casllwchwr Primary School – Classroom Enlargement (*Infrastructure*)
 Cefn Hengoed School – New STF Unit (*Infrastructure*)
 Dylan Thomas School – New ASD Unit (*Infrastructure*)
 Flying Start – new service provision
 Oystermouth Primary School – Refurbishment (*Infrastructure*)
 Pentrechwyth Primary School – Classroom extensions (*Infrastructure*)
 Pentrehafod School – New Multi Agency Office (*Infrastructure*)
 Pentrehafod School – New STF Unit (*Infrastructure*)
 Pentrehafod School – Remodelling of current STF Unit (*Infrastructure*)
 Penyrheol Comprehensive School – New School Build (*Infrastructure*)

Primary & Special School Video Conferencing – 2nd Tranche
Project 'Happy Medium' (*Active Directory*)
SLTS SLA / Policies & Procedures : 2008-2011
Tregwyr Junior School – Extension (*Infrastructure*)
YGG Llwynderw – New School Build
YGG Lon Las – New Demountable (*Infrastructure*)
YG Gwyr – New Teaching Block (*Infrastructure*)

Appendix 2

SERVICE DESK PERFORMANCE FIGURES



REPORT : INCIDENT RESOLUTION WITHIN SLA TARGET FOR ACADEMIC YEAR 2007 / 2008

Desktop Support

2,161 incidents resolved during period

1858 incidents resolved within SLA

%age of calls resolved within SLA : 85.98

Network Support

225 incidents resolved during period

216 incidents resolved within SLA

%age of calls resolved within SLA : 96.00

Server Support

671 incidents resolved during period

720 incidents resolved within SLA

%age of calls resolved within SLA : 93.19

Service Desk

488 incidents resolved during period
508 incidents resolved within SLA
 %age of calls resolved within SLA : 96.06

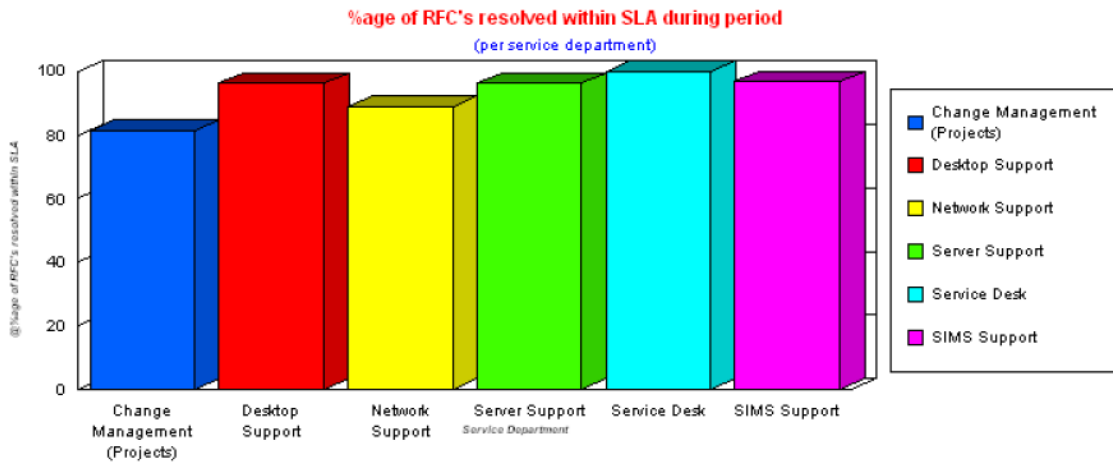
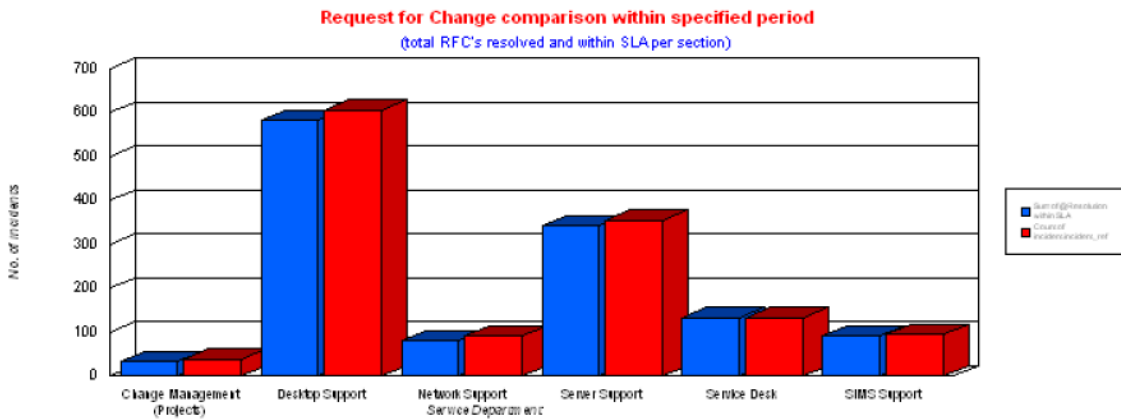
SIMS Support

3592 incidents resolved during period
3,611 incidents resolved within SLA
 %age of calls resolved within SLA : 99.47

Grand total of incidents resolved during period: 7,225

Grand total of incidents resolved within SLA during period: 6825

%age of calls resolved within SLA : 94.46



**REPORT : REQUEST FOR CHANGE RESOLUTION WITHIN SLA TARGET FOR
ACADEMIC YEAR 2007 / 2008**

Change Management (Projects)

38 RFC's resolved during period
31 RFC's resolved within SLA
%age of RFC's resolved within SLA : 81.58

Desktop Support

605 RFC's resolved during period
582 RFC's resolved within SLA
%age of RFC's resolved within SLA : 96.20

Network Support

90 RFC's resolved during period
80 RFC's resolved within SLA
%age of RFC's resolved within SLA : 88.89

Server Support

354 RFC's resolved during period
341 RFC's resolved within SLA
%age of RFC's resolved within SLA : 96.33

Service Desk

132 RFC's resolved during period
132 RFC's resolved within SLA
%age of RFC's resolved within SLA : 100.00

SIMS Support

90 RFC's resolved during period
93 RFC's resolved within SLA
%age of RFC's resolved within SLA : 96.77

Grand total of incidents resolved during period: 1,312

Grand total of incidents resolved within SLA during period: 1256

%age of calls resolved within SLA : 95.73